

Appendix B: Contacting EDS—Telephone Instructions

To access the EDS Provider Services Unit, Prior Approval Unit, Electronic Commerce Services Unit (ECS), Integrated Payment and Reporting System (IPRS), or Pre-Admission Screening and Annual Resident Review (PASARR), call 800-688-6696 or 919-851-8888. Calls made from a touch-tone telephone will be routed to these units by an automated attendant. You may also access other units through the operator.* Automated attendant options are as follows.

Electronic Commerce (ECS) Press 1

ECS analysts provide over-the-phone technical support for NCECSWeb software, point-of-sale transactions, and eligibility verification issues.

Prior Approval Press 2

Prior approval (PA) may be required for some services, products, or procedures to verify medical necessity.

Options within Prior Approval:

Hearing Aid—1

Optical—2

Long-Term Care, Psychiatric, Out-of-State Services, State-to-State Ambulance—3

Dental—4

PA Extension Notices—5

Surgery—6

Orthodontics—7

(There is no option #8)

Enhanced Care/Therapeutic Leave/Hospice (including high-risk intervention providers)—9

Provider Services Press 3

Provider Services assists providers with DMA policies and procedures. In addition, EDS Provider Services offers response and resolution to provider inquiries, both verbal and written.

Options within Provider Services:

Brief Descriptor and Option Number	Includes These Providers
Physician—1	Physician's office, county health department, local education agency, independent practitioner (Health Check; eye care; chiropractor; ambulatory surgery; nurse midwife; nurse practitioner; radiologist; podiatrist; speech/language, audiology, physical, occupational, respiratory therapists; certified registered nurse anesthetist; independent diagnostic testing facility; independent mental health providers; anesthesiology)
Hospital—2	Hospital, long-term care facility [CDSAS, CISA, mental health, psychiatric residential treatment facilities, residential child care facility (Levels II–IV), nursing facility, hearing aid, dialysis providers]
Community Care—3	Dental, home health care, personal care, durable medical equipment, orthotic/prosthetic, or domiciliary care provider (includes ambulance; CAP; DSS/DHS; hospice; home infusion therapy; private duty nursing; rural health; FQHC; adult care homes; at risk case management and HIV case management providers)

Pharmacy—4	
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IPRS Press 4 (New Option)

The Integrated Payment and Reporting System (IPRS) analysts provide claims and electronic file submission support to area programs and local management entities (LMEs) for their services and recipients covered by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

Options within IPRS:

Provider Services—1

ECS—2

PASARR Press 7 (New Option)

Completes Pre-Admission Screening and Annual Resident Review (PASARR).

*For operator-assisted calls, stay on the phone line or press “0.” Once you select the appropriate unit, your call will be transferred to an individual or placed in a queue for the first available agent. All calls placed in a queue are handled in the order in which they are received.